Information Communications (ST0973) Level 3 Apprenticeship

This occupation is found in organisations, large and small, in all sectors, and within public, private and voluntary organisations.

Organisations increasingly rely on computer and communications systems in all areas of their operations and decision-making processes. It is therefore crucial to ensure the optimal performance and maintenance of systems. An Information Communication Technician (ICT) is critical to achieving this.

Expected course duration

22 Months.

College attendance

Bedford - Tuesdays, Sept and Jan start.
6-9 in the Evening.

College day release intakes

September and January.

When can the apprentice start employment?

Bedford - Between May – Jan.
Tresham Corby - Between May – Jan.

When can the apprenticeship training start?

Bedford - Between May – Jan.
Tresham Corby - Between May – Jan.

Course content

The apprenticeship covers a range of Skills Knowledge and Behaviours. Whilst studying you will be supported throughout the programme to develop knowledge for the following areas:

CompTIA A+
- Intro to personal computers
- Preventative Maintenance and Troubleshooting
- Windows Installation
- Network Concepts
- Computer Assembly
- Applied Networking
- Laptops/Mobile Devices
- Operating Systems
- Security
- Advanced Troubleshooting

CompTIA Security+

- Threats, Attacks and Vulnerabilities
- Technologies and Tools
- Architecture and Design
- Identity and Access Management
- Risk Management
- Cryptography and PKI

Work will be set via our e portfolio system and a tutor will come out to see you at work and meet via teams regularly to support you during the programme.

Entry requirements

Desirable:
While any entry requirements will be a matter for individual employers, typically an apprentice might be expected to have 5 GCSEs (A*-C/ 9-4), other relevant qualifications or experience, there are no specific requirements for this standard.

What training is required in the workplace?

- Providing technical support to customers both internal and external through a range of communication channels
- Establishing and diagnosing ICT problems/faults using the required troubleshooting methodology and tools
- Applying appropriate testing methodologies and processes to resolve ICT technical issues
- Installing and configuring software and hardware
- Address IT issues by prioritising in response to customer service level agreements
- Support the roll out of upgrades or new systems or applications
- Administer security access requirements and permissions for stakeholders escalating as necessary for example password resets
- 20% off the job
- Effectively coach peers.

Further study and career options

Course progression:
This standard aligns with the following professional recognition: RITTech for 3 years

Career progression:
Potential Full-time employment options on completion, nearly 2 years in industry experience as well as transferrable skills.

Additional information

Exam costs
CompTIA A+
£154
CompTIA Sec+
£128

These are subject to change in line with awarding body fees.

Campuses

Study is available at the following campuses:
Bedford - Evening Class delivery Campus Bedford only.

For more information, please visit here:
https://www.instituteforapprenticeships.org/apprenticeship-standards/information-communications-technician-v1-1

How to apply

Through the apprenticeship vacancy page of our website:
https://bedfordcollegegroup.ac.uk/study/apprenticeships/apprenticeship-vacancies/

and the national apprenticeship website:
https://www.apprenticeships.gov.uk/